



Job Title	Benefits Specialist	FLSA Status	Non-Exempt
Band	GNL	Probationary Period	12 Months
Zone	6	Job Code	17461

Class Specification – Benefits Specialist

Summary Statement:

The purpose of this position is to provide administrative support to benefits, wellness, and Human Resources department. This is accomplished by providing quality customer service for benefit related issues including greeting and assisting walk-in customers; receiving and screening callers; assisting with and creating open enrollment and new hire orientation packets; appropriately handling department correspondence to include semi-annual dental and vision billing for PERA retirees; making travel arrangements; ordering department supplies and authorizing department purchases; administering random CDL drug screens; entering benefit selections, FMLA, and leave administration; maintaining the benefits filing system; and coordinating special events as assigned.

Essential Functions

Note: Regular and predictable attendance is an essential function in the performance of this job.

Time %

(All below must add to 100%)

Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.

50%

Prepare new hire packets and materials; maintain new hire orientations schedule; enter FMLA tracking dates, query STD and LTD eligible employees who become PERA vested with informational letters and process Family Status Changes (FSC) for benefit elections using appropriate tracking systems. Routinely query for overage dependents and appropriately handle FSC event in HRIS; administer PERA retiree dental and vision billing by preparing and mailing statements, tracking payments, calling the retiree to see if they wish to continue with benefits, and deposit funds received, as well as handling Medicare reimbursements for fully paid retirees; reconcile LTC enrollments with UNUM web site; assist with open enrollment by preparing materials, mail out open enrollment packets and update events in HRIS software; assist with benefits fair; point-of-contact when benefit analyst is unavailable; create new benefits files and maintaining the filing system; and order office supplies.

50%

Provide quality customer service for internal and external customers with benefits issues and concerns through communication with employees and retirees via e-mail, telephone, or in person; thoroughly understanding all City benefits in order to accurately inform and advise new hires, employees, and retirees with benefit questions and work through issues until resolved.



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Competencies Required:

Human Collaboration Skills: Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.

Reading: Intermediate – Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Math: Intermediate – Ability to deal with system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Writing: Intermediate – Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Technical Skills Required:

Work requires the use of standard technical skills appropriate to the work environment of the organization.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Equivalent to the completion of twelfth grade (high school diploma or GED).

Experience: One year of full-time benefits, clerical, or related support experience.

Supervision Exercised:

Position has no responsibility for the direction or supervision of others.

Supervision Received:

Receives Directions: The employee normally performs the duty assignments after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.



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Fiscal Responsibility: The job title prepares accounting, budget, employment actions, purchasing documents; and does research to justify language used in documents for a unit or division of a department.

Physical Demands: Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office and specialized HRIS software.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: July 2015